



Return Mail Processing  
PO Box 999  
Suwanee, GA 30024

23319

October 11, 2021

1 1 4 \*\*\*\*\*AUTO\*\*MIXED AADC 300

SAMPLE A. SAMPLE - MA

APT ABC



123 ANY ST

ANYTOWN, US 12345-6789



Re: Notice of Cybersecurity Incident

Dear Sample A. Sample:

We write to inform you of a recent breach of security at SunBelt Xpress ("SunBelt") that occurred on August 19, 2021. SunBelt completed its investigation of the incident on September 24, 2021 and determined that the breach of security resulted in the following types of personal information about you being acquired by an unauthorized third party: full name; address; date of birth; e-mail address; Social Security Number; and driver's license number. This letter explains steps we have taken in response to the breach of security and precautions you can take to protect yourself against identity theft or fraud.

With assistance from its outside cybersecurity vendor, SunBelt has taken steps to help prevent a similar incident in the future, which include adding additional IT staff with prior cybersecurity experience, conducting employee security awareness training in cybersecurity best practices, and performing an analysis of, and updates to, our computer and networking equipment. In addition, SunBelt has reported this incident to the FBI and will collaborate with the FBI in its investigation of this incident.

To protect you from potential misuse of your information, SunBelt is offering you a free, two-year membership to Experian's® IdentityWorks<sup>SM</sup>. This product provides you with services for credit monitoring, identity theft detection, and identity theft resolution. For more information on Experian's® IdentityWorks<sup>SM</sup>, including instructions on how to activate your two-year membership, please see the attachment below.

We strongly recommend that you enroll in the Experian's® IdentityWorks<sup>SM</sup> product. Please review the section below titled "Additional Actions To Help Reduce Your Chances Of Identity Theft" and consider taking the additional precautionary measures identified, including obtaining any police report filed in regard to this incident, placing a Fraud Alert and/or Security Freeze on your credit files, and/or obtaining a free credit report. In addition, we encourage you to remain vigilant by regularly reviewing your financial account statements and credit report for fraudulent or irregular activity.

SunBelt takes this incident and the protection of your personal information very seriously. We regret that this incident occurred and any inconvenience or concern it may have caused you. If you have any questions regarding this matter, please do not hesitate to contact Tammie Carpenter, our Human Resources Manager, at 828-485-4144.

Sincerely,

Stan Froneberger  
V.P. – General Manager

### **ENROLLING IN EXPERIAN'S® IDENTITYWORKS<sup>SM</sup>**

**Enrolling** – Experian's® IdentityWorks<sup>SM</sup> provides you with services for identity detection and resolution of identity theft. To activate your complimentary 24-month membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: December 31, 2021** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your **activation code: ABCDEFGHI**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks<sup>SM</sup> online, please contact Experian's customer care team at **(877) 890-9332** by **December 31, 2021**. Be prepared to provide engagement number **B019579** as proof of eligibility for the identity restoration services by Experian. Please see the next page of this letter for additional information on Experian IdentityWorks<sup>SM</sup>.

**Additional details** – A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE<sup>TM</sup>:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance<sup>\*\*</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at **(877) 890-9332**. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for one year from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

### **ADDITIONAL ACTIONS TO HELP REDUCE YOUR CHANCES OF IDENTITY THEFT**

**Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident.** Additionally, if you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting the agency on the web at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), by phone at 1-877-IDTHEFT (877) 438-4338, or by mailing the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

**You may also place a "security freeze" on your credit reports, free of charge.** A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit file by contacting all three nationwide credit reporting companies at the numbers below or by sending a request in writing to:

**Equifax Security Freeze**

P.O. Box 105788  
Atlanta, GA 30348  
[www.freeze.equifax.com](http://www.freeze.equifax.com)  
(800) 349-9960

**Experian Security Freeze**

P.O. Box 9554  
Allen, TX 75013  
[www.experian.com/freeze](http://www.experian.com/freeze)  
(888) 397-3742

**TransUnion Security Freeze**

P.O. Box 2000  
Chester, PA 19016  
[www.transunion.com/securityfreeze](http://www.transunion.com/securityfreeze)  
(800) 909-8872

In order to activate a security freeze, you will need to supply, depending on whether make the request online, by phone, or by mail, some or all of the following: your full name; address; date of birth; Social Security Number; a copy of a government-issued photo ID; proof of residence; the addresses you have lived over the past five years (if you have moved in the past five years); a copy of your Social Security Card, pay stub, or W2; and if you are a victim of identity theft, a copy of the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one to three business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep this information in a safe place as you will need it if you choose to lift the freeze.

Please note that if you do place a security freeze prior to enrolling in the IdentityWorks<sup>SM</sup> service as described above, you will need to remove the freeze in order to sign up for the credit monitoring service. After you sign up for the service, you may refreeze your credit file.

**Obtaining a Free Credit Report.** Under federal law, you are entitled to receive one free credit report every 12 months from each of the three credit reporting agencies (identified below). You may obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for

information, such as home address and Social Security number, that is not accurate. Verify that all information is correct. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

**Reporting Suspicious Activity.** We recommend you remain vigilant with respect to reviewing your account statements and credit reports, and promptly report any suspicious activity or suspected identity theft to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding identity theft.

**Federal Trade Commission.** You may obtain information about preventing and avoiding identity theft from the FTC:

Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

**Placing a Fraud Alert on Your Credit File.** You can place an initial one-year "Fraud Alert" on your credit files, which can be done at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To activate a fraud alert, contact any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

**Equifax**

P.O. Box 105069  
Atlanta, GA 30348  
[www.equifax.com](http://www.equifax.com)  
(800) 525-6285

**Experian**

P.O. Box 2002  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
(888) 397-3742

**TransUnion LLC**

P.O. Box 2000  
Chester, PA 19016  
[www.transunion.com](http://www.transunion.com)  
(800) 680-7289

**Additional Helpful Resources:** Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.